Panasonic

Operating Instructions

Digital Cordless Phone

Model No. **KX-TG6811SA**
KX-TG6812SA

Digital Cordless Answering System

Model No. **KX-TG6821SA**

Model shown is KX-TG6811.

Before initial use, see "Getting Started" on page 8.

Thank you for purchasing a Panasonic product.

Please read these operating instructions before using the unit and save them for future reference.

Table of Contents

Introduction
Model composition 3
Accessory information 4

Important Information
For your safety 5
Important safety instructions 6
For best performance 6
Other information 7
Specifications 7

Getting Started
Setting up 8
Note when setting up 9
Controls 10
Display 11
Turning the power on/off 12
Initial settings 12
Smart Function Key (NR key) 13
One touch eco mode 14

Making/Answering Calls
Making calls 15
Answering calls 15
Useful features during a call 16
Key lock 17
Power back-up operation 17

Phonebook
Phonebook 19

Speed Dial
Speed dial 21

Programming
Programmable settings 22
Special programming 26

Caller ID Service
Using Caller ID service 30
Caller list 30

Answering System
Answering system 32
Turning the answering system on/off 32
Greeting message 32
Listening to messages using the base unit 33
Listening to messages using the handset 34
Advanced new message alerting features 35
Remote operation 36
Answering system settings 37

Voice Mail Service
Voice mail service 39

Intercom/Locator
Intercom 40
Handset locator 40
Transferring calls, conference calls 40

Useful Information
Character entry 41
Error messages 43
Troubleshooting 44

Index
Index.....49

TG68xxSA(en)_0619_ver011.pdf 2 2013/06/19 17:43:15

Model composition

■ **KX-TG6811 series**

■ **KX-TG6821 series**

- Model shown is KX-TG6812.

Series	Model No.	Base unit	Handset	
		Part No.	Part No.	Quantity
KX-TG6811 series	KX-TG6811	KX-TG6811	KX-TGA681	1
	KX-TG6812	KX-TG6811	KX-TGA681	2
KX-TG6821 series	KX-TG6821	KX-TG6821	KX-TGA681	1

- The suffix (SA) in the following model numbers will be omitted in these instructions: KX-TG6811SA/KX-TG6812SA/KX-TG6821SA

Feature differences

Series	Answering system	Intercom
		Between handsets
KX-TG6811 series	–	●*1
KX-TG6821 series	●	–

*1 KX-TG6812

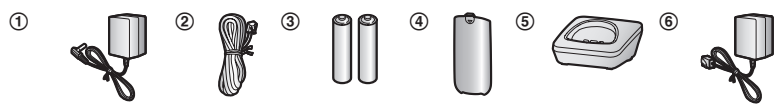
TG68xxSA(en)_0619_ver011.pdf 3 2013/06/19 17:43:15

Accessory information

Supplied accessories

No.	Accessory item/Part number	Quantity	
		KX-TG6811 KX-TG6821	KX-TG6812
①	AC adaptor for base unit/PNLV226CE	1	1
②	Telephone line cord	1	1
③	Rechargeable batteries*1	2	4
④	Handset cover*2	1	2
⑤	Charger	–	1
⑥	AC adaptor for charger/PNLV233CE	–	1

*1 See page 4 for replacement battery information.
*2 The handset cover comes attached to the handset.



Additional/replacement accessories

Please contact your nearest Panasonic dealer for sales information.

Accessory item	Model number
Rechargeable batteries	HHR-4MVT or HHR-4MRT*1
	Battery type: – Nickel metal hydride (Ni-MH) – 2 x AAA (R03) size for each handset
DECT repeater	KX-A405

*1 Replacement batteries may have a different capacity from that of the supplied batteries.

TG68xxSA(en)_0619_ver011.pdf 4 2013/06/19 17:43:15

For your safety

To prevent severe injury and loss of life/ property, read this section carefully before using the product to ensure proper and safe operation of your product.

WARNING

Power connection

- Use only the power source marked on the product.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorised service centre.
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open.
- Never touch the plug with wet hands. Danger of electric shock exists.

Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adaptor or telephone line cord to be excessively pulled, bent or placed under heavy objects.

Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 1.88 GHz to 1.90 GHz, and the RF transmission power is 250 mW (max.).)
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

CAUTION

Installation and location

- Never install telephone wiring during an electrical storm.
- Never install telephone line jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- This product is unable to make calls when:

TG68xxSA(en)_0619_ver011.pdf 5 2013/06/19 17:43:15

– the handset batteries need recharging or have failed.
– there is a power failure.
– the key lock feature is turned on.

Battery

- We recommend using the batteries noted on page 4. **USE ONLY rechargeable Ni-MH batteries AAA (R03) size.**
- Do not mix old and new batteries.
- Do not open or mutilate the batteries. Released electrolyte from the batteries is corrosive and may cause burns or injury to the eyes or skin. The electrolyte is toxic and may be harmful if swallowed.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch the batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.
- Charge the batteries provided with or identified for use with this product only, in accordance with the instructions and limitations specified in this manual.
- Only use a compatible base unit (or charger) to charge the batteries. Do not tamper with the base unit (or charger). Failure to follow these instructions may cause the batteries to swell or explode.

Important safety instructions

When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Do not use this product near water for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS

For best performance

Base unit location/avoiding noise

The base unit and other compatible Panasonic units use radio waves to communicate with each other.

- For maximum coverage and noise-free communications, place your base unit:
  – at a convenient, high, and central location with no obstructions between the handset and base unit in an indoor environment.
  – away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
  – facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations. (Avoid putting the base unit on a bay window or near a window.)
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a base unit location is not satisfactory, move the base unit to another location for better reception.

Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as radiators, cookers, etc. It

TG68xxSA(en)_0619_ver011.pdf 6 2013/06/19 17:43:15

should not be placed in rooms where the temperature is less than 0 °C or greater than 40 °C. Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

- **Wipe the outer surface of the product with a soft moist cloth.**
- Do not use benzine, thinner, or any abrasive powder.

Other information

CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
NOTICE: It is advisable to unplug the machine during thunderstorms as the warranty does not cover any damage resulting from lightning strikes and power surges. Lightning protection is advised.

Notice for product disposal, transfer, or return

- This product can store your private/ confidential information. To protect your privacy/confidentiality, we recommend that you erase information such as phonebook or caller list entries from the memory before you dispose of, transfer, or return the product.

Information on Disposal in other Countries outside the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Specifications

- **Standard:**
  DECT (Digital Enhanced Cordless Telecommunications),
  GAP (Generic Access Profile)
- **Frequency range:**
  1.88 GHz to 1.90 GHz
- **RF transmission power:**
  Approx. 10 mW (average power per channel)
- **Power source:**
  220–240 V AC, 50/60 Hz
- **Power consumption:**
  Base unit*1:
  Standby: Approx. 0.6 W
  Maximum: Approx. 2.5 W
  Base unit*2:
  Standby: Approx. 0.8 W
  Maximum: Approx. 3.1 W
  Charger:
  Standby: Approx. 0.12 W
  Maximum: Approx. 1.8 W
- **Operating conditions:**
  0 °C–40 °C, 20 %–80 % relative air humidity (dry)

*1 KX-TG6811 series: page 3
*2 KX-TG6821 series: page 3

Note:

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.

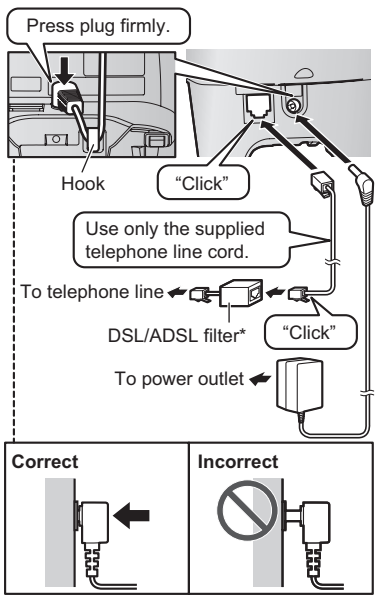
TG68xxSA(en)_0619_ver011.pdf 7 2013/06/19 17:43:15

Setting up

Connections

■ **Base unit**

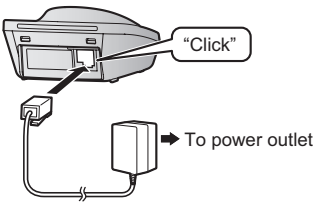
- Use only the supplied Panasonic AC adaptor PNLV226CE.



*DSL/ADSL filter (not supplied) is required if you have DSL/ADSL service.

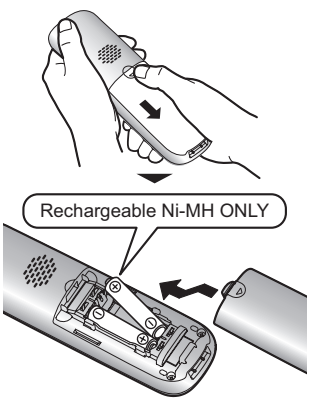
■ **Charger**

- Use only the supplied Panasonic AC adaptor PNLV233CE.



Battery installation

- USE ONLY Ni-MH batteries AAA (R03) size.
- Do NOT use Alkaline/Manganese/Ni-Cd batteries.
- Confirm correct polarities (⊕, ⊖).



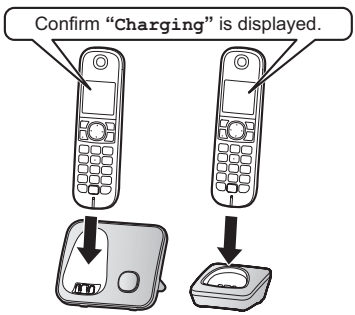
- When the date and time setting is displayed, see page 13.

TG68xxSA(en)_0619_ver011.pdf 8 2013/06/19 17:43:15

Battery charging

Charge for about 7 hours.

- When the batteries are fully charged, **"Fully charged"** is displayed.



Note when setting up

Note for connections

- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.

Note for battery installation

- Use the supplied rechargeable batteries. For replacement, we recommend using the Panasonic rechargeable batteries noted on page 4, 6.
- Wipe the battery ends (⊕, ⊖) with a dry cloth.
- Avoid touching the battery ends (⊕, ⊖) or the unit contacts.

Note for battery charging

- It is normal for the handset to feel warm during charging.
- Clean the charge contacts of the handset, base unit, and charger with a soft and dry cloth once a month. Before cleaning the unit, disconnect from power outlets and any telephone line cords. Clean more often if the unit is exposed to grease, dust, or high humidity.

Battery level

Icon	Battery level
	High
	Medium
	Low
	Needs charging.

Panasonic Ni-MH battery performance (supplied batteries)

Operation	Operating time
In continuous use	15 hours max.
Not in use (standby)	170 hours max.

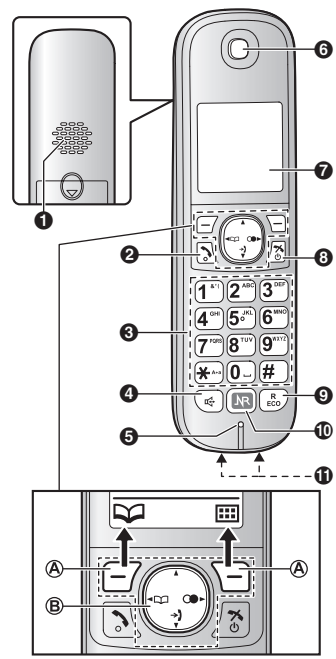
Note:

- It is normal for batteries not to reach full capacity at the initial charge. Maximum battery performance is reached after a few complete cycles of charge/discharge (use).
- Actual battery performance depends on usage and ambient environment.
- Even after the batteries are fully charged, the handset can be left on the base unit or charger without any ill effect on the batteries.
- The battery level may not be displayed correctly after you replace the batteries. In this case, place the handset on the base unit or charger and let it charge for at least 7 hours.

TG68xxSA(en)_0619_ver011.pdf 9 2013/06/19 17:43:15

Controls

Handset



❶ Speaker
❷ 【 】 (Talk)
❸ Dial keypad
❹ 【 】 (Speakerphone)
❺ Microphone
❻ Receiver
❼ Display
❽ 【 】 (Off/Power)
❾ 【R/ECO】
R: Recall/Flash
ECO: Eco mode shortcut key
❿ 【 】 (Smart Function Key/Noise reduction key)
NR indicator
⓫ Charge contacts

■ Control type

Ⓐ Soft keys

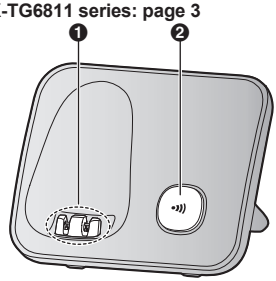
The handset features 2 soft keys. By pressing a soft key, you can select the feature shown directly above it on the display.

Ⓑ Navigator key

– 【▲】, 【▼】, 【◄】, or 【►】: Scroll through various lists and items.
– 【▲】 or 【▼】: Adjust the receiver or speaker volume while talking.
– 【▼】 (→: Caller list): View the caller list.
– 【◄】 (📖: Phonebook): View the phonebook entry.
– 【►】 (●: Redial): View the redial list.

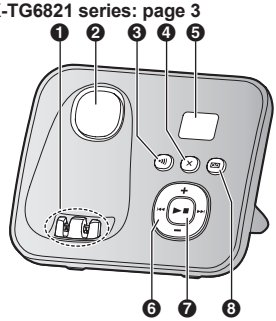
Base unit

■ KX-TG6811 series: page 3



❶ Charge contacts
❷ 【•))】 (Locator)

■ KX-TG6821 series: page 3



TG68xxSA(en)_0619_ver011.pdf 10 2013/06/19 17:43:15

❶ **Charge contacts**
❷ **Speaker**
❸ **[•)))] (Locator)**
❹ **[×] (Erase)**
❺ **Message counter**
❻ **[+]/[−] (Volume up/down)**
[|◄◄]/[►►|] (Repeat/Skip)
❼ **[►■] (Play/Stop)**
Message indicator
❽ **[📼] (Answer on)**

Display

Handset display items

Item	Meaning
	Range status: The more bars visible, the closer the handset is to the base unit.
	Out of base unit range
	Paging, intercom mode*1
	Speakerphone is on. (page 15)
	The line is in use. ● When flashing slowly: The call is put on hold. ● When flashing rapidly: An incoming call is now being received.
	Missed call*2 (page 30)
ECO	The base unit transmission power is set to **"Low"**. (page 14)
NR	Noise reduction is set. (page 17)
	The LCD and key backlight is off. (page 24)
	● When displayed next to the battery icon: Answering system is on.*3 (page 32) ● When displayed with a number: New messages have been recorded.*3 (page 34)
	"Greeting Only" is selected as the caller's recording time. In this case, the answering system answers calls with a greeting message and caller messages are not recorded.*3 (page 38)
	Battery level
	Alarm is on. (page 27)
	Equalizer is set. (page 17)
	Privacy mode is on.*1 (page 25)
	Ringer volume is off. (page 16)
	Night mode is on. (page 27)
	Blocked call*2 (page 28, 30)
	New voice mail message received.*4 (page 39)
Line in use	Someone is using the line.*1
IN USE	Answering system is being used by the base unit.*3

*1 KX-TG6812
*2 Caller ID subscribers only
*3 KX-TG6821 series: page 3
*4 Voice mail subscribers only

Base unit display items

■ **KX-TG6821 series: page 3**

Item	Meaning
--	**"Greeting Only"** is selected as the caller's recording time. In this case, the answering system answers calls with a greeting message and caller messages are not recorded. (page 38)

TG68xxSA(en)_0619_ver011.pdf 11 2013/06/19 17:43:15

Handset soft key icons

Icon	Action
	Returns to the previous screen or outside call.
	Displays the menu.
OK	Accepts the current selection.
	Makes a call. (page 15)
	Temporarily turns off the ringer for incoming calls. (page 16)
	Places a call on hold.*1
	Opens the phonebook.
	Allows you to edit phone numbers. (page 28)
	Adds new entry. (page 21, 28)
	Displays the character entry mode for phonebook search. (page 19)
	Turns the key lock feature off. (page 17)
	Stops alarm. (page 27)
	Snooze button on the alarm. (page 27)
	Selects entries or handsets. (page 14, 27)
■	Stops recording or playback.*2
	Stores phone numbers. (page 15)
	Erases the selected item.
	Allows you to make an intercom call.*1 (page 40)
C	Erases a number/character.
	Puts the call on mute.

*1 KX-TG6812
*2 KX-TG6821 series: page 3

Handset main menu icons

The following icons are shown when you press 【 】 (right soft key) in standby mode.

Icon	Feature
	Answer System*1
	Time Settings
	Intercom*2
	Initial Setup
	Caller List
	Ringer Setup
	Caller Barred*3

*1 KX-TG6821 series: page 3
*2 KX-TG6812
*3 KX-TG6811 series: page 3

Turning the power on/off

Power on

Press 【 】 for about 1 second.

Power off

Press 【 】 for about 2 seconds.

Initial settings

■ **Direct command code:**
Programmable settings can be accessed by pressing 【 】, #, and then the corresponding code on the dial keypad (page 22).
Example: Press 【 】#101.
■ **Symbol meaning:**
Example: 【▲▼】: "Off"
Press 【▼】 or 【▲】 to select the words in quotations.

Display language

1 【 】#110
2 【▲▼】: Select your desired language. → 【OK】
3 【 】

TG68xxSA(en)_0619_ver011.pdf 12 2013/06/19 17:43:15

Date and time

Important:

- When you install the batteries for the first time, the handset may prompt you to set date and time. First press **【OK】**, then proceed to step 2.

1 【▦】#101

2 Enter the current date, month, and year.
→ **【OK】**
Example: 15 July, 2013
15 07 13

3 Enter the current hour and minute.
Example: 9:30
09 30
- You can select 24-hour or 12-hour clock format (**"AM"** or **"PM"**) by pressing ✳.

4 **【OK】** → **【⏻】**

Note:

- The date and time may be incorrect after a power failure. In this case, set the date and time again.

Dialling mode

If you cannot make calls, change this setting according to your telephone line service. The default setting is **"Tone"**.
"Tone": For tone dial service.
"Pulse": For rotary/pulse dial service.

1 【▦】#120

2 **【▲▼】**: Select the desired setting.

3 **【OK】** → **【⏻】**

Smart Function Key (NR key)

The Smart Function Key (NR key) is located on the bottom of the handset and informs you with its flashing to allow you to activate the following features by simply pressing this key.

■ **When the NR indicator flashes rapidly, you can:**
- Answer the call (outside call, intercom*1). (page 15, 40)
- Stop the alarm sound. (page 27)
- Stop paging. (page 40)

*1 KX-TG6812

■ **When the NR indicator flashes slowly in standby mode, you can:**
- Listen to new messages.*1 (page 34)
- View the caller list when there are missed calls. (page 30)

To activate these features, their Smart Function Key must be "On". (page 14)

*1 KX-TG6821 series: page 3

Using the Smart Function Key (NR key)

When the NR indicator flashes rapidly/slowly, press 【NR】.

- The above features can be activated depending the situation.
- If you answer a call using the Smart Function Key, the speakerphone is activated.
- Even if the handset is placed on the base unit or charger, the feature can be activated. You can talk or listen to new messages*1 without lifting up the handset. If you want to perform further operations, lift up the handset.
- When the unit has new messages*1 and missed calls, the unit can be operated to play the new messages first and then show the missed calls.

*1 KX-TG6821 series: page 3

Note:

- While key lock is on (page 17), incoming calls can be answered, but the following features are disabled even when the NR indicator flashes slowly.
  - Listen to new messages.*1 (page 34)
  - View the caller list when there are missed calls. (page 30)

*1 KX-TG6821 series: page 3

TG68xxSA(en)_0619_ver011.pdf 13 2013/06/19 17:43:15

Setting the Smart Function Key

The Smart Function Key for the following features must be “On”.
– **“New Message”***1 (Default: On)
– **“Missed Call”** (Default: Off)
The settings can be set for each handset.
*1 KX-TG6821 series: page 3

1 **【】#278**

2 **【▲▼】**: Select the desired setting and press **【✓】**.
- “✓” is displayed next to the selected features.
- To cancel a selected feature, press **【✓】** again. “✓” disappears.

3 **【OK】→【】**

Note:

- If the NR indicator flashes when the handset is not placed on the base unit or charger, battery consumption is faster than usual.

One touch eco mode

The **【R/ECO】** button on the handset enables you to activate the eco function with one touch.
By activating eco mode, your unit can reduce the base unit transmission power by up to 90 % in standby mode.
You can turn on/off one touch eco mode by just pressing **【R/ECO】**. The default setting is **“Normal”**.
– When the one touch eco mode is on: **“Low”** is temporarily displayed and ECO is shown on the handset display instead of .
– When the one touch eco mode is off: **“Normal”** is temporarily displayed and ECO goes off from the handset display.

Note:

- When there is another cordless phone nearby and it is in use, the base unit transmission power may not be reduced. (KX-TG6812)
- Activating one touch eco mode reduces the range of the base unit in standby mode.
- If you set the repeater mode to **“On”** (page 29):
  – One touch eco mode is cancelled.
  – **“Eco Setup”** is not shown in the display menu (page 24).

TG68xxSA(en)_0619_ver011.pdf 14 2013/06/19 17:43:16

Making calls

1 Lift the handset and dial the phone number.
- To correct a digit, press **【C】**.

2 Press **【📞】**.

3 When you finish talking, press **【⏻】** or place the handset on the base unit or charger.

Using the speakerphone

1 Dial the phone number and press **【🔊】**.
- Speak alternately with the other party.

2 When you finish talking, press **【⏻】**.

Note:
- For best performance, use the speakerphone in a quiet environment.
- To switch back to the receiver, press **【🔊】**/**【📞】**.

Adjusting the receiver or speaker volume

Press **【▲】** or **【▼】** repeatedly while talking.

Making a call using the redial list

The last 10 phone numbers dialled are stored in the redial list (each 24 digits max.).

1 **【►】** (○●)

2 **【▲▼】**: Select the desired phone number.

3 **【📞】**

Storing a number to the phonebook

1 **【►】** (○●)

2 **【▲▼】**: Select the desired phone number. → **【📁】**

3 To store the name, continue from step 3, “Adding entries”, page 19.

Erasing a number in the redial list

1 **【►】** (○●)

2 **【▲▼】**: Select the desired phone number. → **【✕】**

3 **【▲▼】**: **“Yes”** → **【OK】** → **【⏻】**

Pause (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service. When storing a calling card access number and/or PIN in the phonebook, a pause is also needed (page 20).
Example: If you need to dial the line access number “0” when making outside calls with a PBX:

1 0 → **【▲】** (Pause)

2 Dial the phone number. → **【📞】**

Note:
- A 3 second pause is inserted each time **【▲】** (Pause) is pressed.

Answering calls

When a call is being received, the NR indicator flashes rapidly.

1 Lift the handset and press **【📞】** or **【🔊】** when the unit rings.
- You can also answer the call by pressing any dial key from 0 to 9, ✱, or #. **(Any key answer feature)**

2 When you finish talking, press **【⏻】** or place the handset on the base unit or charger.

Using the Smart Function Key

When the NR indicator flashes rapidly, press **【NR】**.
- You can answer the call even if the handset is placed on the base unit or charger (page 13).

You can finish talking by pressing **【⏻】** without lifting up the handset.

TG68xxSA(en)_0619_ver011.pdf 15 2013/06/19 17:43:16

Auto talk

You can answer calls simply by lifting the handset off the base unit or charger. You do not need to press 【】. To turn this feature on, see page 24.

Adjusting the handset ringer volume

■ **While the handset is ringing for an incoming call:**
Press 【▲】 or 【▼】 repeatedly to select the desired volume.

■ **Programming the volume beforehand:**

1 【】#160

2 【▲▼】: Select the desired volume.

3 【OK】→【】

Temporary handset ringer off

While the handset is ringing for a call, you can turn the ringer off temporarily by pressing 【】.

Useful features during a call

Hold

This feature allows you to put an outside call on hold.

1 Press 【】 during an outside call.

2 【▲▼】: "Hold" → 【OK】

3 To release hold, press 【】.
- Another handset user can take the call by pressing 【】. (KX-TG6812)

Note:

- If a call is kept on hold for more than 9 minutes, an alarm tone starts to sound and the NR indicator flashes rapidly. After 1 additional minute on hold, the call is disconnected.
- If another phone is connected to the same line, you can also take the call by lifting its handset.

Mute

While mute is turned on, you can hear the other party, but the other party cannot hear you.

1 Press 【】 during conversation.
- flashes.

2 To return to the conversation, press 【】 again.

Recall/flash

【R/ECO】 allows you to use the special features of your host PBX such as transferring an extension call, or accessing optional telephone services.

Note:

- To change the recall/flash time, see page 25.

For call waiting or Call Waiting Caller ID service users

To use call waiting or Call Waiting Caller ID, you must first subscribe with your service provider/telephone company.
This feature allows you to receive calls while you are already talking on the phone. If you receive a call while on the phone, you will hear a call waiting tone.
If you subscribe to both Caller ID and Call Waiting with Caller ID services, the 2nd caller's information is displayed after you hear the call waiting tone on the handset.

1 Press 【R/ECO】 to answer the 2nd call.

2 To switch between calls, press 【R/ECO】.

Note:

- Please contact your service provider/ telephone company for details and availability of this service in your area.

Temporary tone dialling (for rotary/pulse service users)

You can temporarily switch the dialling mode to tone when you need to access touch-tone services (for example, answering services, telephone banking services, etc.).

TG68xxSA(en)_0619_ver011.pdf 16 2013/06/19 17:43:16

Press ✱ before entering access numbers which require tone dialling.

Handset noise reduction (NR key)

This feature allows you to hear the voice of the person you are talking to clearly, by reducing the surrounding noise coming from the other party's telephone.
Press **[NR]** to turn on/off while talking.

Note:

- When this feature is turned on, NR is displayed while talking.
- Depending on the environment where this handset is being used, this feature may not be effective.
- This feature is not available using the speakerphone.

Handset equalizer

This feature clarifies the voice of the person you are talking to, producing a more natural-sounding voice that is easier to hear and understand.

1. Press **[▤]** while talking.
2. **[▲▼]**: "**Equalizer**" → **[OK]**
3. **[▲▼]**: Select the desired setting.
4. Press **[OK]** to exit.

Note:

- When this feature is turned on, 〃 is displayed while talking.
- Depending on the condition and quality of your telephone line, this feature may emphasise existing line noise. If it becomes difficult to hear, turn this feature off.
- This feature is not available while using the speakerphone.

Call share

Available for:
KX-TG6812

You can join an existing outside call.
To join the conversation, press **[📞]** when the other handset is on an outside call.

Note:

- To prevent other users from joining your conversations with outside callers, turn the privacy mode on (page 25).

Key lock

The handset can be locked so that no calls or settings can be made. Incoming calls can be answered, but all other functions are disabled while key lock is on.
To turn key lock on, press **[▤]** for about 3 seconds.

- 🔒 is displayed.
- To turn key lock off, press **[🔒]** for about 3 seconds.

Note:

- Calls to emergency numbers cannot be made until key lock is turned off.

Power back-up operation

When a power failure occurs, the charged handset temporarily supplies power to the base unit (power back-up mode). This allows you to make and receive calls using a handset during a power failure. The base unit will not perform any other functions. You can program "**Power Failure**" and the default setting is "**Auto**" (page 25).

Important:

- If a handset is not placed on the base unit when a power failure occurs, "**Base no power Press ⏻**" or "**Press ⏻**" is displayed. After pressing **[⏻]** on the handset, place it on the base unit to start power back-up mode.
- Power back-up mode will not work if the battery level of the power supplying handset is 🔋/🪫.
- Do not lift the power supplying handset from the base unit during power back-up mode.
- Do not touch the handset's charge contacts during power back-up mode.
- If the battery level is low, the unit will not work sufficiently during power back-up

TG68xxSA(en)_0619_ver011.pdf 17 2013/06/19 17:43:16

mode. In addition, in case handset battery power runs out, we recommend connecting a corded-type telephone (without AC adaptor) to the same telephone line or to the same telephone line jack, if you have such a telephone jack in your house.
- Calls cannot be made during a power failure until key lock is turned off (page 17).
- If **"Please wait for 1 minute."** is displayed, please do not operate the unit until the message disappears.

Panasonic Ni-MH battery performance (supplied batteries) during power back-up mode

When the batteries are fully charged, operating time of the handset in power back-up mode varies depending on usage.
– Continuous use of the handset in power back-up mode: 2 hours max.
– Continuous use of the handset other than a handset in power back-up mode: 3 hours max.
– Not in use in power back-up mode: 3 hours max.

Note:

- Actual battery performance depends on usage and ambient environment.

Making calls during a power failure

■ **When only 1 handset is registered:**

1 Lift the handset and dial the phone number.

2 Within 1 minute, place the handset on the base unit.
- Wait until speakerphone is turned on automatically and the call is made.

3 When the other party answers the call, keep the handset on the base unit and talk using the speakerphone.

4 When you finish talking, press **【】**.

Note:

- In step 2, if you do not place the handset on the base unit within 1 minute, the power back-up mode turns off. In this case, press **【】** on the handset and dial the phone number. Then try again from step 2.

■ **When 2 or more handsets are registered:**
You should leave one handset on the base unit for supplying power, and use another handset for making calls. For the operation, please see "Making calls", page 15.

Note:

- During a call with the handset placed on the base unit (power back-up mode), the call may be disconnected if you touch the handset. In such case, try to call back.
- The range of the base unit is limited during a power failure. Please use the handset close to the base unit.

Continuing a call during a power failure

When a power failure occurs during an outside call, the unit informs you with a notification tone. You can continue to talk for about 1 minute.

■ **When only 1 handset is registered:**
If you want to continue the conversation, press **【】** and then place the handset on the base unit.

■ **When 2 or more handsets are registered:**
If you want to continue the conversation, you should leave another handset on the base unit for supplying power.

TG68xxSA(en)_0619_ver011.pdf 18 2013/06/19 17:43:16

Phonebook

The phonebook allows you to make calls without having to dial manually. You can add 120 names and phone numbers to the phonebook.

Important:

- If you add entries on one handset, the entries can be shared on all handsets. Only 1 person can access the phonebook at a time. (KX-TG6812)

Adding entries

1. 【📖】 or 【◄】 (📖) → 【▦】
2. 【▲▼】: "`New Entry`" → 【OK】
3. Enter the party's name (16 characters max.). → 【OK】
   - You can change the character entry mode by pressing 【R/ECO】 (page 41).
4. Enter the party's phone number (24 digits max.). → 【OK】 2 times
   - To add other entries, repeat from step 3.
5. 【✂⏻】

Finding and calling from a phonebook entry

Scrolling through all entries

1. 【📖】 or 【◄】 (📖)
2. 【▲▼】: Select the desired entry.
   - You can scroll through the phonebook entry by pressing and holding 【▼】 or 【▲】.
3. 【📞】

Searching by first character

1. 【📖】 or 【◄】 (📖)
   - Change the character entry mode if necessary:
     【🔍】 → 【▲▼】: Select the character entry mode. → 【OK】
2. Press the dial key (0 to 9, or #) which contains the character you are searching for (page 41).
   - Press the same dial key repeatedly to display the first entry corresponding to each character located on that dial key.
   - If there is no entry corresponding to the character you selected, the next entry is displayed.
3. 【▲▼】: Scroll through the phonebook if necessary.
4. 【📞】

Editing entries

1. Find the desired entry (page 19). → 【▦】
2. 【▲▼】: "`Edit`" → 【OK】
3. Edit the name if necessary (16 characters max.; page 41). → 【OK】
4. Edit the phone number if necessary (24 digits max.). → 【OK】 2 times → 【✂⏻】

Erasing entries

Erasing an entry

1. Find the desired entry (page 19). → 【▦】
2. 【▲▼】: "`Erase`" → 【OK】
3. 【▲▼】: "`Yes`" → 【OK】 → 【✂⏻】

Erasing all entries

1. 【📖】 or 【◄】 (📖) → 【▦】
2. 【▲▼】: "`Erase All`" → 【OK】
3. 【▲▼】: "`Yes`" → 【OK】
4. 【▲▼】: "`Yes`" → 【OK】 → 【✂⏻】

Chain dial

This feature allows you to dial phone numbers in the phonebook while you are on a call. This feature can be used, for example, to dial a calling card access number or bank account PIN that you have stored in the phonebook, without having to dial manually.

1. During an outside call, press 【▦】.

TG68xxSA(en)_0619_ver011.pdf 19 2013/06/19 17:43:16

2 【▲▼】: “**Phonebook**” → 【OK】

3 【▲▼】: Select the desired entry.

4 Press 【 】 (right soft key) to dial the number.

Note:

- When storing a calling card access number and your PIN in the phonebook as one phonebook entry, press 【▲】 (Pause) to add pauses after the number and PIN as necessary (page 15).
- If you have rotary/pulse service, you need to press ✱ before pressing 【 】 in step 1 to change the dialling mode temporarily to tone. When adding entries to the phonebook, we recommend adding ✱ to the beginning of phone numbers you wish to chain dial (page 19).

TG68xxSA(en)_0619_ver011.pdf 20 2013/06/19 17:43:16

Speed dial

You can assign 1 phone number to each of the dial keys (1 to 6) on the handset.

Adding phone numbers to speed dial keys

■ **By entering phone numbers:**

1. Press and hold the desired speed dial key (1 to 6). → **[📖]**
2. **[▲▼]**: **"Manual"** → **[OK]**
3. Enter the party's name (16 characters max.; page 41). → **[OK]**
4. Enter the party's phone number (24 digits max.). → **[OK]** 2 times → **[✕⏻]**

■ **From the phonebook:**

1. Press and hold the desired speed dial key (1 to 6). → **[📖]**
2. **[▲▼]**: **"Phonebook"** → **[OK]**
3. **[▲▼]**: Select the desired entry.
4. **[OK]** → **[✕⏻]**

Note:

- If you edit a phonebook entry which is assigned to a speed dial key, the edited entry does not transfer to the speed dial key.

Editing an entry

1. Press and hold the desired speed dial key (1 to 6). → **[⌨]**
2. **[▲▼]**: **"Edit"** → **[OK]**
3. Edit the name if necessary (16 characters max.; page 41). → **[OK]**
4. Edit the phone number if necessary (24 digits max.). → **[OK]** 2 times → **[✕⏻]**

Erasing an entry

1. Press and hold the desired speed dial key (1 to 6). → **[⌨]**
2. **[▲▼]**: **"Erase"** → **[OK]**
3. **[▲▼]**: **"Yes"** → **[OK]**
4. **[✕⏻]**

Viewing speed dial key assignments

You can see the speed dial key assignments on the handset display.
Press and hold the desired speed dial key (1 to 6).

Making a call using a speed dial key

1. Press and hold the desired speed dial key (1 to 6).
2. **[📞]**

TG68xxSA(en)_0619_ver011.pdf 21 2013/06/19 17:43:16

Programmable settings

You can customise the unit by programming the following features using the handset.
To access the features, there are 2 methods.

■ **Scrolling through the display menus**

1 **【▤】**

2 Press **【▼】**, **【▲】**, **【►】**, or **【◄】** to select the desired main menu. → **【OK】**

3 Press **【▼】** or **【▲】** to select the desired item from the next sub-menus. → **【OK】**

4 Press **【▼】** or **【▲】** to select the desired setting. → **【OK】**
- This step may vary depending on the feature being programmed.
- To exit the operation, press **【✕⏻】**.

■ **Using the direct command code**

1 **【▤】** → Enter the desired code.
Example: Press **【▤】#10 1**.

2 Select the desired setting. → **【OK】**
- This step may vary depending on the feature being programmed.
- To exit the operation, press **【✕⏻】**.

Note:

- In the following table, < > indicates the default settings.
- In the following table, ☞ indicates the reference page number.
- Display menu order and sub-menu may vary depending on your model.

Display the menu tree and direct command code table

Main menu: ✉ "Answer System"*1

Sub-menu 1	Sub-menu 2	Settings	Code	☞
Play New Msg.	–	–	**#323**	34
Play All Msg.	–	–	**#324**	34
Erase All Msg.*2	–	–	**#325**	34
Greeting	Start REC*2 (Record greeting)	–	**#302**	33
	Play Greeting	–	**#303**	33
	Default*2 (Reset to pre-recorded greeting)	–	**#304**	33

TG68xxSA(en)_0619_ver011.pdf 22 2013/06/19 17:43:16

Sub-menu 1	Sub-menu 2	Settings	Code	☞
New Message Alert*2	Outgoing Call – On/Off	**1:** On **0:** <Off>	**#338**	35
	Outgoing Call – Notification to	–		
	Outgoing Call – Remote Code	**1:** Activate **0:** <Inactivate>		
	Base Unit Beep	**1:** On **0:** <Off>	**#339**	35
Settings	Number of Rings*2	**2-7:** 2-7 Rings **4:** <4 Rings> **0:** Auto	**#211**	37
	Recording Time*2	**1:** 1 Minute **3:** <3 Minutes> **0:** Greeting Only*3	**#305**	38
	Remote Code*2	–	**#306**	36
	Call Screening	**1:** <On> **0:** Off	**#310**	32
Answer On*2	–	–	**#327**	32
Answer Off*2	–	–	**#328**	32

Main menu: ◴ "Time Settings"

Sub-menu 1	Sub-menu 2	Settings	Code	☞
Set Date/Time*2	–	–	**#101**	13
Memo Alarm	**1-3:** Alarm1-3	**1:** Once **2:** Daily **3:** Weekly **0:** <Off>	**#720**	26
Time Adjustment*2, *4	–	**1:** Caller ID **0:** <Manual>	**#226**	–

Main menu: •)) "Intercom"*5

Operation	Code	☞
Paging the desired unit.	**#274**	40

TG68xxSA(en)_0619_ver011.pdf 23 2013/06/19 17:43:16

Main menu: “Initial Setup”

Sub-menu 1	Sub-menu 2	Settings	Code	☞
Ringer Setup	Ringer Volume – Handset	**0-6:** Off-6 <6>	**#160**	16
	Ringer Volume – Base Unit*1, *2	**0-6:** Off-6 <3>	**#✱160**	–
	Ringtone*6, *7 (Handset)	<Ringtone 1>	**#161**	–
	Night Mode – On/Off	**1:** On **0:** <Off>	**#238**	27
	Night Mode – Start/End	<23:00/06:00>	**#237**	27
	Night Mode – Ring Delay	**1:** 30 sec. **2:** <60 sec.> **3:** 90 sec. **4:** 120 sec. **0:** No Ringing	**#239**	27
	First Ring*2, *8	**1:** <On> **0:** Off	**#173**	–
Time Settings	Set Date/Time*2	–	**#101**	13
	Memo Alarm – **1-3:** Alarm1-3	**1:** Once **2:** Daily **3:** Weekly **0:** <Off>	**#720**	26
	Time Adjustment*2, *4	**1:** Caller ID **0:** <Manual>	**#226**	–
Handset Name	–	–	**#104**	28
Caller Barred*2	–	–	**#217**	28
Speed Dial	–	–	**#261**	21
Eco Setup	Transmission Power*2	**1:** <Normal> **2:** Low	**#725**	14
Display Setup	LCD & Key Backlight	**1:** <On> **0:** Off	**#276**	–
	Contrast (Display contrast)	**1-6:** Level 1-6 <4>	**#145**	–
Smart Function Key	–	–	**#278**	14
Keytones*9	–	**1:** <On> **0:** Off	**#165**	–
Call Restrict*2	–	–	**#256**	28
Auto Talk*10	–	**1:** On **0:** <Off>	**#200**	16

TG68xxSA(en)_0619_ver011.pdf 24 2013/06/19 17:43:16

Sub-menu 1	Sub-menu 2	Settings	Code	☞
Line Setup	Dial Mode*2	**1:** Pulse **2:** <Tone>	**#120**	13
	Recall/Flash*2, *11	**0:** 900 msec. **1:** 700 msec. **2:** 600 msec. **3:** 400 msec. **4:** 300 msec. **5:** 250 msec. **✱:** 200 msec. **#:** 160 msec. **6:** 110 msec. **7:** <100 msec.> **8:** 90 msec. **9:** 80 msec.	**#121**	16
Privacy Mode*2, *5, *12	–	**1:** On **0:** <Off>	**#194**	–
Base Unit PIN*2	–	<0000>	**#132**	29
Repeater Mode*2	–	**1:** On **0:** <Off>	**#138**	29
Register	Register H.set	–	**#130**	47
	Cancel Register*3	–	**#131**	48
Power Failure	–	**1:** <Auto> **0:** Off	**#152**	17
Language	Display	<English>	**#110**	12

Main menu: ➔) "Caller List"

Operation	Code	☞
Viewing the caller list.	**#213**	30

Main menu: ♪ "Ringer Setup"

Sub-menu 1	Sub-menu 2	Settings	Code	☞
Ringer Volume	Handset	**0-6:** Off-6 <6>	**#160**	16
	Base Unit*1, *2	**0-6:** Off-6 <3>	**#✱160**	–
Ringtone*6, *7 (Handset)	–	<Ringtone 1>	**#161**	–
Night Mode	On/Off	**1:** On **0:** <Off>	**#238**	27
	Start/End	<23:00/06:00>	**#237**	27
	Ring Delay	**1:** 30 sec. **2:** <60 sec.> **3:** 90 sec. **4:** 120 sec. **0:** No Ringing	**#239**	27

TG68xxSA(en)_0619_ver011.pdf 25 2013/06/19 17:43:16

Sub-menu 1	Sub-menu 2	Settings	Code	☞
`First Ring`*2, *8	–	**1:** <On> **0:** `Off`	**#173**	–

Main menu: ✕👤 **"`Caller Barred`"***2, *13

Operation	Code	☞
Storing/Viewing bar call numbers.	**#217**	28

*1 KX-TG6821 series: page 3
*2 If you program these settings using one of the handsets, you do not need to program the same item using another handset. (KX-TG6812)
*3 This menu is not displayed when scrolling through the display menus. It is only available in direct command code.
*4 This feature allows the unit to automatically adjust the date and time each time caller information including date and time is received.
To turn this feature on, select **"`Caller ID`"**. To turn this feature off, select **"`Manual`"**. (Caller ID subscribers only)
To use this feature, set the date and time first (page 13).
*5 KX-TG6812
*6 The ringer tone may continue to play for several seconds even if the caller has already hung up. You may either hear a dial tone or no one on the line when you answer the call.
*7 The preset melodies in this product (**"`Ringtone 3`"** - **"`Ringtone 40`"**) are used with permission of © 2012 Copyrights Vision Inc.
*8 If you do not want the unit to ring before the caller information is received, set to **"`Off`"**. (Caller ID subscribers only)
You can only remove the first ring if the unit rings 2 times or more by default, which depends on your service provider/telephone company.
*9 Turn this feature off if you prefer not to hear key tones while you are dialling or pressing any keys, including confirmation tones and error tones.
*10 If you subscribe to a Caller ID service and want to view the caller's information after lifting up the handset to answer a call, turn off this feature.
*11 The recall/flash time depends on your telephone exchange or host PBX. Contact your PBX supplier if necessary.
*12 To prevent other users from joining your conversations with outside callers, turn this feature on.
*13 KX-TG6811 series: page 3

Special programming

Alarm

An alarm sounds at the set time for 1 minute and is repeated 5 times at 5 minute intervals (snooze function). A text memo can also be displayed for the alarm. A total of 3 separate alarm times can be programmed for each handset. You can set one of 3 different alarm options (once, daily, or weekly) for each alarm time.

Important:

- Set the date and time beforehand (page 13).

1 【▦】#720
2 Select an alarm by pressing 1 to 3. → 【OK】

TG68xxSA(en)_0619_ver011.pdf 26 2013/06/19 17:43:16

3 【▲▼】: Select the desired alarm option. → 【OK】

"Off" Turns alarm off. Go to step 9.
"Once" An alarm sounds once at the set time.
"Daily" An alarm sounds daily at the set time. Go to step 5.
"Weekly" Alarm sounds weekly at the set time(s).

4 Proceed with the operation according to your selection in step 3.

- **Once:**
  Enter the desired date and month. → 【OK】
- **Weekly:**
  【▲▼】: Select the desired day of the week and press 【✓】. → 【OK】

5 Set the desired time. → 【OK】

6 Enter a text memo (10 characters max.; page 41). → 【OK】

7 【▲▼】: Select the desired alarm tone. → 【OK】
- We recommend selecting a different ringer tone from the one used for outside calls.

8 【▲▼】: Select the desired snooze setting. → 【OK】

9 【OK】 → 【✂⏻】
- When the alarm is set, ◴ is displayed.

Note:

- Press 【🚫】 to stop the alarm completely.
- When the handset is in use, the alarm will not sound until the handset is in standby mode.
- Press any dial key, 【NR】, or 【🔊】 to stop the sound but keep the snooze function activated.
- If you want to make an outside call when the snooze function is activated, please stop the snooze function before making the call.

Night mode

Night mode allows you to select a period of time during which the handset will not ring for outside calls. This feature is useful for time periods when you do not want to be disturbed, for example, while sleeping. Night mode can be set for each handset.

Important:

- Set the date and time beforehand (page 13).
- We recommend turning the base unit ringer off (page 24) in addition to turning the night mode on. (KX-TG6821 series: page 3)
- If you have set the alarm, the alarm sounds even if the night mode is turned on.

Turning night mode on/off

1 【▦】#238

2 【▲▼】: Select the desired setting. → 【OK】
- If you select **"Off"**, press 【✂⏻】 to exit.

3 Enter the desired hour and minute you wish to start this feature. → 【OK】
- You can select 24-hour or 12-hour clock format (**"AM"** or **"PM"**) by pressing ✳.

4 Enter the desired hour and minute you wish to end this feature. → 【OK】

5 【✂⏻】
- When the night mode is set, 🌙 is displayed.

Changing the start and end time

1 【▦】#237

2 Continue from step 3, "Turning night mode on/off", page 27.

Setting the ring delay

This setting allows the handset to ring during night mode if the caller waits long enough. After the selected amount of time passes, the handset rings. If you select **"No Ringing"**, the handset never rings during night mode.

1 【▦】#239

TG68xxSA(en)_0619_ver011.pdf 27 2013/06/19 17:43:16

2 【▲▼】: Select the desired setting. → 【OK】 → 【☎】

Note:

- When the answering system answers the call, this feature does not work. (KX-TG6821 series: page 3)

Changing the handset name

Each handset can be given a customised name (“Bob”, “Kitchen”, etc.). This is useful when you make intercom calls between handsets. You can also select whether or not the handset name is displayed in standby mode. The default setting is **“No”**. If you select **“Yes”** without entering any handset name, **“Handset 1”** to **“Handset 2”** is displayed.

1 【▦】#104

2 Enter the desired name (max. 10 characters; page 41).
- If not required, go to step 3.

3 【OK】

4 【▲▼】: Select the desired setting. → 【OK】 2 times

5 【☎】

Incoming call barring (Caller ID subscribers only)

This feature allows the unit to reject calls from specified phone numbers that you do not want to answer such as junk calls.
When a call is received, the unit does not ring while the caller is being identified. If the phone number matches an entry in the call barred list, the unit emits no sound to the caller, and disconnects the call.

Important:

- When the unit receives a call from a number that is stored in the call barred list, the call is logged in the caller list (page 30) with ✕ after the call is disconnected.

Storing unwanted callers

You can store up to 50 phone numbers in the call barred list.

Important:

- You must store the phone number with an area code in the call barred list.

■ **From the caller list:**

1 【▼】(→)

2 【▲▼】: Select the entry to be barred. → 【▦】

3 【▲▼】: **“Save CID”** → 【OK】

4 【▲▼】: **“Caller Barred”** → 【OK】

5 【▲▼】: **“Yes”** → 【OK】 → 【☎】

■ **By entering phone numbers:**

1 【▦】#217 → 【📖】

2 Enter the phone number (24 digits max.). → 【OK】
- To erase a digit, press 【C】.

3 【☎】

Viewing/editing/erasing bar call numbers

1 【▦】#217

2 【▲▼】: Select the desired entry.
- To exit, press 【☎】.

3 **To edit a number:**
【📖】 → Edit the phone number. → 【OK】 → 【☎】
To erase a number:
【✕】 → 【▲▼】: **“Yes”** → 【OK】 → 【☎】

Note:

- When editing, press the desired dial key to add, 【C】 to erase.

Setting call restriction

You can restrict selected handsets from dialling certain numbers. You can assign up to 6 phone numbers to be restricted, and select which handsets are to be restricted. Storing area codes here prevents the restricted handsets from dialling any phone number in that area code.

TG68xxSA(en)_0619_ver011.pdf 28 2013/06/19 17:43:17

1 【▦】#256

2 Enter the base unit PIN (default: “0000”).
- If you forget your PIN, contact an authorised service centre.

3 Select the handsets to be restricted by pressing 1 to 2.
- All handsets registered to the base unit are displayed.
- “✓” is displayed next to the selected handset numbers.
- To cancel a selected handset, press the same dial key again. “✓” disappears.

4 【OK】

5 Select a memory location by pressing 1 to 6. → 【OK】

6 Enter the phone number or area code to be restricted (8 digits max.). → 【OK】 → 【✂⏻】
- To erase a restricted number, press 【C】.

Changing the base unit PIN (Personal Identification Number)

Important:

- If you change the PIN, please make note of your new PIN. The unit will not reveal the PIN to you. If you forget your PIN, contact an authorised service centre.

1 【▦】#132

2 Enter the current 4-digit base unit PIN (default: “0000”).

3 Enter the new 4-digit base unit PIN. → 【OK】

4 【▲▼】: “Yes” → 【OK】 → 【✂⏻】

Increasing the range of the base unit

You can increase the signal range of the base unit by using a DECT repeater. Please use only the Panasonic DECT repeater noted on page 4. Contact your Panasonic dealer for details.

Important:

- Before registering the repeater to this base unit, you must turn the repeater mode on.
- Do not use more than one repeater at a time.

Setting the repeater mode

1 【▦】#138

2 【▲▼】: Select the desired setting. → 【OK】 → 【✂⏻】

Note:

- After turning the repeater mode on or off, Y may be displayed on the handset momentarily. This is normal and the handset can be used once Y is displayed.

Registering the DECT repeater (KX-A405) to the base unit

Note:

- Please use a repeater that has not yet been registered to another unit. If the repeater is registered to another unit, deregister it first, referring to the Installation Guide for the DECT repeater.

1 **Base unit:**
Proceed with the operation for your model.
- **KX-TG6811 series: page 3**
  Press and hold 【•))】 for about 5 seconds. (No registration tone)
- **KX-TG6821 series: page 3**
  Press and hold 【•))】 for about 5 seconds, until the registration tone sounds.
- The next step must be completed within 90 seconds.

2 **DECT repeater:**
Connect the AC adaptor, then wait until the ⓘ indicator and Y indicator light green.

3 **Base unit:**
To exit the registration mode, press 【•))】.
- The registration tone stops. (KX-TG6821 series: page 3)

TG68xxSA(en)_0619_ver011.pdf 29 2013/06/19 17:43:17

Using Caller ID service

Important:

- This unit is Caller ID compatible. To use Caller ID features, you must subscribe to a Caller ID service. Contact your service provider/telephone company for details.

Caller ID features

When an outside call is being received, the caller information is displayed.
Caller information for the last 50 callers is logged in the caller list from the most recent call to the oldest.

- If the unit cannot receive caller information, the following is displayed:
  - **"Out of Area"**: The caller dials from an area which does not provide a Caller ID service.
  - **"Private Caller"**: The caller requests not to send caller information.
- If the unit is connected to a PBX system, caller information may not be properly received. Contact your PBX supplier.

Missed calls

If a call is not answered, the unit treats it as a missed call and 📞 is displayed. This lets you know if you should view the caller list to see who called while you were away.
Even if only one missed call in the caller list is viewed (page 30), 📞 disappears from the display. When you receive another new call, 📞 is displayed again.

Note:

- Even when there are unviewed missed calls, 📞 disappears from the standby display if the following operation is performed by one of the registered handsets:
  - Being replaced on the base unit or charger.
  - Pressing 【✂⏻】.

Phonebook name display

When caller information is received and it matches a phone number stored in the phonebook, the stored name in the phonebook is displayed and logged in the caller list.

Caller list

Important:

- Only 1 person can access the caller list at a time.
- Make sure the unit's date and time setting is correct (page 13).

Viewing the caller list and calling back

1 【▼】(📞)
2 Press 【▼】 to search from the most recent call, or press 【▲】 to search from the oldest call.
  - If ▶ is displayed, not all of the information is shown. To see the remaining information, press 【►】. To return to the previous screen, press 【◄】.
3 To call back, press 【📞】.
  To exit, press 【✂⏻】.

Note:

- If the entry has already been viewed or answered, "✓" is displayed, even if it was viewed or answered using another handset.
- If the call matches an entry in the call barred list, the number is logged with ✕👤 (page 28).

Using the Smart Function Key

When 📞 is displayed and the NR indicator flashes slowly, there are missed calls.
Press 【NR】 in step 1 on "Viewing the caller list and calling back", page 30.

- **"Missed Call"** must be set to "On" in "Setting the Smart Function Key", page 14.
- If the handset is placed on the base unit or charger, you need to lift up the handset to view the caller list after pressing 【NR】.
- When the unit has new messages[*1] and missed calls, the unit can be operated to

TG68xxSA(en)_0619_ver011.pdf 30 2013/06/19 17:43:17

play the new messages first and then show the missed calls.

*1 KX-TG6821 series: page 3

Editing a caller's phone number before calling back

1 【▼】(↔)

2 【▲▼】: Select the desired entry.

3 【▦】→【▲▼】: "Edit" →【OK】

4 Edit the number.
- Press dial key (0 to 9) to add, 【C】 to delete.

5 【✆】

Erasing selected caller information

1 【▼】(↔)

2 【▲▼】: Select the desired entry.

3 【✕】→【▲▼】: "Yes" →【OK】→【⏻】

Erasing all caller information

1 【▼】(↔)

2 【✕】→【▲▼】: "Yes" →【OK】→【⏻】

Storing caller information to the phonebook

1 【▼】(↔)

2 【▲▼】: Select the desired entry. →【▦】

3 【▲▼】: "Save CID" →【OK】

4 【▲▼】: "Phonebook" →【OK】

5 To store the name, continue from step 3, "Adding entries", page 19.

TG68xxSA(en)_0619_ver011.pdf 31 2013/06/19 17:43:17

Answering system

Available for:
KX-TG6821 series (page 3)

The answering system can answer and record calls for you when you are unavailable to answer the phone.
You can also set the unit to play a greeting message but not to record caller messages by selecting **"Greeting Only"** as the recording time setting (page 38).

Important:

- Only 1 person can access the answering system (listen to messages, record a greeting message, etc.) at a time.
- When callers leave messages, the unit records the day and time of each message. Make sure the date and time have been set correctly (page 13).

Memory capacity (including your greeting message)

The total recording capacity is about 30 minutes. A maximum of 64 messages can be recorded.

Note:

- When message memory becomes full:
  - **"Messages Full"** is shown on the handset display.
  - The message counter on the base unit flashes if the answering system is turned on.
  - and the total number of new messages are not displayed on the handset even if the answering system is turned on.
  - If you use the pre-recorded greeting message, the unit automatically switches to another pre-recorded greeting message asking callers to call again later.
  - If you recorded your own greeting message, the same message is still announced to callers even though their messages are not recorded.

Turning the answering system on/off

The answering system is preset to on.

Base unit

Press **【】** to turn on/off the answering system.

- When the answering system is turned on, the message counter displays the total number of messages (old and new).

Handset

1 **To turn on:**
【】#3 2 7
To turn off:
【】#3 2 8

2 **【】**

Note:

- When the answering system is turned on, is displayed next to the battery icon.

Call screening

While a caller is leaving a message, you can listen to the call through the handset's speaker. To adjust the speaker volume, press **【▲】** or **【▼】** repeatedly. You can answer the call by pressing **【】** on the handset. Call screening can be set for each handset. The default setting is **"On"**.

1 **【】#3 1 0**

2 **【▲▼】**: Select the desired setting. → **【OK】** → **【】**

Greeting message

When the unit answers a call, a greeting message is played to callers.
You can use either:
– your own greeting message
– a pre-recorded greeting message

TG68xxSA(en)_0619_ver011.pdf 32 2013/06/19 17:43:17

Recording your greeting message

1 【▦】#302
2 【▲▼】: “Yes” → 【OK】
3 After a beep sounds, hold the handset about 20 cm away and speak clearly into the microphone (2 minutes and 30 seconds max.).
4 Press 【■】 to stop recording.
5 【✂⏻】

Using a pre-recorded greeting message

The unit provides 2 pre-recorded greeting messages:
– If you erase or do not record your own greeting message, the unit plays a pre-recorded greeting asking callers to leave a message.
– If the message recording time (page 38) is set to “Greeting Only”, callers’ messages are not recorded and the unit plays a different pre-recorded greeting message asking callers to call again.

Resetting to a pre-recorded greeting message

If you want to use a pre-recorded greeting message once you record your own greeting message, you need to erase your own greeting message.

1 【▦】#304
2 【OK】 → 【✂⏻】

Playing back the greeting message

1 【▦】#303
2 【✂⏻】

Listening to messages using the base unit

When new messages have been recorded, 【►■】 on the base unit flashes.
Press 【►■】.
- If new messages have been recorded, the base unit plays back new messages.
- If there are no new messages, the base unit plays back all messages.

Operating the answering system during playback

Key	Operation
【+】 or 【−】	Adjust the speaker volume
【⏮】	Repeat message*1
【⏭】	Skip message
【►■】	Stop playback
【✕】	Erase currently playing message

*1 If pressed within the first 5 seconds of a message, the previous message is played.

Rewinding the message

Press and hold 【⏮】 until the unit plays the desired part of the message.
- During rewinding, the base unit makes a continuous beeping sound. Rewinding speed may vary depending on the recorded message.
- At the beginning of the message, the unit plays the message at normal speed.

Fast-forwarding the message

Press and hold 【⏭】 until the unit plays the desired part of the message.
- During fast-forwarding, the base unit makes a continuous beeping sound.
  Fast-forwarding speed may vary depending on the recorded message.
- Even if you press and hold 【⏭】 when the end of this message is played, the next message is played at normal speed.

TG68xxSA(en)_0619_ver011.pdf 33 2013/06/19 17:43:17

Erasing all messages

Press [✕] 2 times while the unit is not in use.

Listening to messages using the handset

When new messages have been recorded, ✉ is displayed on the handset with the total number of new messages.

1 **To listen to new messages:**
[MENU]#3234
To listen to all messages:
[MENU]#3244

2 When finished, press [OFF].

Note:

- To switch to the receiver, press [TALK].

Using the Smart Function Key

When ✉ is displayed and the NR indicator flashes slowly, there are new messages. Press [NR] in step 1 on "Listening to messages using the handset", page 34.

- **"New Message"** must be set to "On" in "Setting the Smart Function Key", page 14.

Operating the answering system

[MENU] → 📼 → [OK]

Key	Operation
[▲] or [▼]	Adjust the receiver or speaker volume (during playback)
1 or [◄]	Repeat message (during playback)*1
2 or [►]	Skip message (during playback)
3	Enter the "Settings" menu
4	Play new messages
5	Play all messages
6	Play greeting message
7 6	Record greeting message
8	Turn answering system on
[MENU]	Pause message*2
9 or [■]	Stop recording Stop playback
0	Turn answering system off
✱ 4*3	Erase currently playing message
✱ 5	Erase all messages
✱ 6	Reset to a pre-recorded greeting message

*1 If pressed within the first 5 seconds of a message, the previous message is played.

*2 To resume playback:
[▲▼]: "Play" → [OK]

*3 You can also erase as follows:
[MENU] → [▲▼]: "Erase" → [OK] → [▲▼]: "Yes" → [OK]

Calling back (Caller ID subscribers only)

If caller information is received for the call, you can call the caller back while listening to a message.

1 Press [MENU] during playback.

2 [▲▼]: "Call Back" → [OK]

Editing the number before calling back

1 Press [MENU] during playback.

2 [▲▼]: "Edit & Call" → [OK]

3 Edit the number. → [TALK]

Erasing all messages

1 [MENU]#3255

2 [▲▼]: "Yes" → [OK] → [OFF]

TG68xxSA(en)_0619_ver011.pdf 34 2013/06/19 17:43:17

Advanced new message alerting features

Audible message alert

This feature allows the base unit to beep to inform you of a new message arrival when new messages are recorded. The base unit beeps 2 times every minute until you listen to the messages, if the "**Base Unit Beep**" setting is turned on. The default setting is "**Off**".

1 **[MENU]**#339

2 **[▲▼]**: Select the desired setting. → **[OK]** → **[OFF]**

New message alert by a call

This feature allows the unit to make a call to the pre-stored phone number and inform you that a new message has been received by announcement.
To use this feature, you must:
– store a phone number to which the unit makes the call to.
– turn on the new message alert setting.
After you answer the new message alert call, you can listen to messages from that call (page 36).

Important:

- A new message alert is stopped 1 minute after the unit starts to call. The unit will not retry the call even if the call is not answered.

Storing a phone number to which the unit makes an alert call

■ **From the phonebook:**

1 **[MENU]**#338

2 **[▲▼]**: "**Notification to**" → **[OK]** → **[PHONEBOOK]**

3 **[▲▼]**: "**Phonebook**" → **[OK]**

4 **[▲▼]**: Select the desired phonebook entry. → **[OK]** → **[OFF]**

■ **By entering a phone number:**

1 **[MENU]**#338

2 **[▲▼]**: "**Notification to**" → **[OK]** → **[PHONEBOOK]**

3 **[▲▼]**: "**Manual**" → **[OK]**

4 Enter the desired name (16 characters max.; page 41). → **[OK]**

5 Enter the desired number (24 digits max.). → **[OK]** 2 times → **[OFF]**

Turning on/off the new message alert setting

1 **[MENU]**#338

2 **[▲▼]**: "**On/Off**" → **[OK]**

3 **[▲▼]**: Select the desired setting. → **[OK]** → **[OFF]**

Editing the set phone number

1 **[MENU]**#338

2 **[▲▼]**: "**Notification to**" → **[OK]**

3 **[MENU]** → **[▲▼]**: "**Edit**" → **[OK]**

4 Edit the name if necessary (16 characters max.; page 41). → **[OK]**

5 Edit the phone number if necessary (24 digits max.). → **[OK]** 2 times → **[OFF]**

Erasing the set phone number

1 **[MENU]**#338

2 **[▲▼]**: "**Notification to**" → **[OK]**

3 **[MENU]** → **[▲▼]**: "**Erase**" → **[OK]**

4 **[▲▼]**: "**Yes**" → **[OK]** → **[OFF]**
- The new message alert setting is turned off.

Activating/inactivating the remote access code to play messages

If you activate this feature, you must enter the remote access code (page 36) to play the new message from the new message alert call. This is so that unauthorised parties cannot listen to your messages. The default setting is "**Inactivate**".

TG68xxSA(en)_0619_ver011.pdf 35 2013/06/19 17:43:17

– **"Inactivate"**: You can listen to the message by pressing 4 to play new messages (without entering the remote access code).
– **"Activate"**: You must enter your remote access code (page 36) and then press 4 to play new message.

1 **[MENU]**#338
2 **[▲▼]**: **"Remote Code"** → **[OK]**
3 **[▲▼]**: **"Activate"** or **"Inactivate"** → **[OK]** → **[OFF]**

Listening to messages

After you answer the new message alert, you can listen to the messages as follows.

■ **When the remote access code is set to "Inactivate":**
Press 4 to play the new message during the announcement.

■ **When the remote access code is set to "Activate":**

1 Enter the remote access code (page 36) during the announcement.
2 Press 4 to play the new message.

Note:

- Within 10 seconds after listening to new messages, you can press #9 during the call to turn off the new message alert by a call feature.
- Even if the unit makes a new message alert call, the handset redial list does not show the record.

Remote operation

Using a touch-tone phone, you can call your phone number from outside and access the unit to listen to messages or change answering system settings. The unit's voice guidance prompts you to press certain dial keys to perform different operations.

Remote access code

A 3-digit remote access code must be entered when operating the answering system remotely. This code prevents unauthorised parties from listening to your messages remotely.

Important:

- In order to operate the answering system remotely, you must first set a remote access code.

1 **[MENU]**#306
2 To turn on remote operation, enter the desired 3-digit remote access code.
3 **[OK]** → **[OFF]**

Deactivating remote operation

Press * in step 2 on "Remote access code", page 36.
- The entered remote access code is deleted.

Using the answering system remotely

1 Dial your phone number from a touch-tone phone.
2 After the greeting message starts, enter your remote access code.
3 Follow the voice guidance prompts as necessary or control the unit using remote commands (page 36).
4 When finished, hang up.

Voice guidance

During remote operation, the unit's voice guidance starts and prompts you to press 1 to perform a specific operation, or press 2 to listen to more available operations.

Note:

- If you do not press any dial keys within 10 seconds after a voice guidance prompt, the unit disconnects your call.

Remote commands

You can press dial keys to access certain answering system functions without waiting for the voice guidance to prompt you.

TG68xxSA(en)_0619_ver011.pdf 36 2013/06/19 17:43:17

Key	Operation
1	Repeat message (during playback)*1
2	Skip message (during playback)
4	Play new messages
5	Play all messages
6	Play greeting message
7	Record greeting message
9	Stop recording Stop playback
0	Turn answering system off
*4	Erase currently playing message
*5	Erase all messages
*6	Reset to a pre-recorded greeting message (during greeting message playback)
*#	End remote operation (or hang up)

*1 If pressed within the first 5 seconds of a message, the previous message is played.

Turning on the answering system remotely

If the answering system is off, you can turn it on remotely.

1 Dial your phone number from a touch-tone phone.

2 Let the phone ring 20 times.
- A long beep is heard.

3 Enter your remote access code within 10 seconds after the long beep.
- The greeting message is played back.
- You can either hang up, or enter your remote access code again and begin remote operation (page 36).

Answering system settings

Number of rings before the unit answers a call

You can change the number of times the phone rings **"Number of Rings"** before the unit answers a call. You can select 2 to 7 rings, or **"Auto"**.
The default setting is **"4 Rings"**.
"Auto": The unit's answering system answers at the end of the 2nd ring when new messages have been recorded, or at the end of the 5th ring when there are no new messages. If you call your phone from outside to listen to new messages (page 36), you know that there are no new messages when the phone rings for the 3rd time. You can then hang up without being charged for the call.

1 【▤】#211

2 【▲▼】: Select the desired setting. → 【OK】 → 【↩】

For voice mail service subscribers

To receive voice mail and use answering system properly, please note the following:
- To use the voice mail service (page 39) provided by your service provider/telephone company rather than the unit's answering system, turn off the answering system (page 32).
- To use this unit's answering system rather than the voice mail service provided by your service provider/telephone company, please contact your service provider/ telephone company to deactivate your voice mail service.
  If your service provider/telephone company cannot do this:
  – Set this unit's **"Number of Rings"** setting so that this unit's answering system answers calls before the voice mail service of your service provider/ telephone company does. It is necessary to check the number of rings required to activate the voice mail service provided by your service provider/telephone company before changing this setting.

TG68xxSA(en)_0619_ver011.pdf 37 2013/06/19 17:43:17

– Change the number of rings of the voice mail service so that the answering system can answer the call first. To do so, contact your service provider/ telephone company.

Caller's recording time

You can change the maximum message recording time allowed for each caller. The default setting is **"3 Minutes"**.

1 **[**▤**]**#305

2 **[**▲▼**]**: Select the desired setting. → **[OK]** → **[**✂⏻**]**

Selecting "Greeting Only"

You can select **"Greeting Only"** which sets the unit to announce a greeting message to callers but not record messages.
Select **"Greeting Only"** in step 2 on "Caller's recording time", page 38.

Note:

- When you select **"Greeting Only"**:
  – If you do not record your own message, the unit will play the pre-recorded greeting-only message asking callers to call again later.
  – If you use your own message, record the greeting-only message asking callers to call again later (page 33).

TG68xxSA(en)_0619_ver011.pdf 38 2013/06/19 17:43:17

Voice mail service

Voice mail is an automatic answering service offered by your service provider/telephone company. After you subscribe to this service, your service provider/telephone company's voice mail system answers calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by your service provider/telephone company, not your telephone.

When you have new messages, ✉ is displayed on the handset if message indication service is available. Please contact your service provider/telephone company for details of this service.

Important:

- If ✉ still remains on the display even after you have listened to new messages, turn it off by pressing and holding # for 2 seconds.
- To use the voice mail service provided by your service provider/telephone company rather than the unit's answering system, turn off the answering system (page 32). For details, see page 37. (KX-TG6821 series: page 3)

TG68xxSA(en)_0619_ver011.pdf 39 2013/06/19 17:43:17

Intercom

Available for:
KX-TG6812

Intercom calls can be made between handsets.

Note:

- When paging the handset, the paged handset beeps for 1 minute.
- If you receive an outside call while talking on the intercom, you hear 2 tones. To answer the call, press **【OFF】**, then press **【TALK】**.

Making an intercom call

1 **【MENU】** → **【INTERCOM】**

2 **【▲】/【▼】**: Select the desired unit. → **【OK】**
- To stop paging, press **【OFF】**.

3 When you finish talking, press **【OFF】**.

Answering an intercom call

1 Press **【TALK】** to answer the page.

2 When you finish talking, press **【OFF】**.

Using the Smart Function Key

Press **【JOG】** to answer the page.

Handset locator

You can locate a misplaced handset by paging it.

1 **Base unit:** Press **【INTERCOM】**.
- All registered handsets beep for 1 minute.

2 To stop paging:
Base unit: Press **【INTERCOM】**.
Handset: Press **【OFF】**.

Using the Smart Function Key

You can also stop paging by pressing **【JOG】**.

Transferring calls, conference calls

Available for:
KX-TG6812

Outside calls can be transferred or a conference call with an outside party can be made between 2 handsets.

1 During an outside call, press **【MENU】** to put the call on hold.

2 **【▲】/【▼】**: **"Intercom"** → **【OK】**

3 **【▲】/【▼】**: Select the desired unit. → **【OK】**

4 Wait for the paged party to answer.
- If the paged party does not answer, press **【BACK】** to return to the outside call.

5 **To complete the transfer:**
Press **【OFF】**.
- The outside call is being routed to the destination unit.

To establish a conference call:
【MENU】 → **【▲】/【▼】**: **"Conference"** → **【OK】**
- To leave the conference, press **【OFF】**. The other 2 parties can continue the conversation.
- To put the outside call on hold: **【MENU】** → **【▲】/【▼】**: **"Hold"** → **【OK】**
  To resume the conference: **【MENU】** → **【▲】/【▼】**: **"Conference"** → **【OK】**
- To cancel the conference: **【MENU】** → **【▲】/【▼】**: **"Stop Conference"** → **【OK】**
  You can continue the conversation with the outside caller.

Answering a transferred call

Press **【TALK】** to answer the page.

Using the Smart Function Key

Press **【JOG】** to answer the page.

TG68xxSA(en)_0619_ver011.pdf 40 2013/06/19 17:43:17

Character entry

The dial keys are used to enter characters and numbers. Each dial key has multiple characters assigned to it. The characters that can be entered depend on the character entry mode (page 41).

– Press **【◄】** or **【►】** to move the cursor left or right.
– Press dial keys to enter characters and numbers.
– Press **【C】** to erase the character or number highlighted by the cursor. Press and hold **【C】** to erase all characters or numbers.
– Press ✳ (A→a) to switch between uppercase and lowercase.
– To enter another character located on the same dial key, press **【►】** to move the cursor to the next space, then press the appropriate dial key.
– If you do not press any dial key within 5 seconds after entering a character, the character is fixed and the cursor moves to the next space.

Character entry modes

The available character entry modes are Alphabet (ABC), Numeric (0-9), Greek (ΑΒΓ), Extended 1 (AÄÅ), Extended 2 (SŚŠ), and Cyrillic (АБВ). When in these entry modes except Numeric, you can select which character is entered by pressing a dial key repeatedly.

When the unit displays the character entry screen:
【R/ECO】 → **【▲▼】**: Select a character entry mode. → **【OK】**

Note:

- ␣ in the following tables represents a single space.

Alphabet character table (ABC)

0	1	2	3	4	5	6	7	8	9	#
␣ 0	& ' ( ) ✳ , - . / 1	A B C 2	D E F 3	G H I 4	J K L 5	M N O 6	P Q R S 7	T U V 8	W X Y Z 9	#
		a b c 2	d e f 3	g h i 4	j k l 5	m n o 6	p q r s 7	t u v 8	w x y z 9	

Numeric entry table (0-9)

0	1	2	3	4	5	6	7	8	9	#
0	1	2	3	4	5	6	7	8	9	#

Greek character table (ΑΒΓ)

0	1	2	3	4	5	6	7	8	9	#
␣ 0	& ' ( ) ✳ , - . / 1	A B Γ 2	Δ E Z 3	H Θ I 4	K Λ M 5	N Ξ O 6	Π P Σ 7	T Y Φ 8	X Ψ Ω 9	#

TG68xxSA(en)_0619_ver011.pdf 41 2013/06/19 17:43:18

Extended 1 character table (AÄÅ)

0	1	2	3	4	5	6	7	8	9	#
␣ 0	& ' ( ) * , - . / 1	A À Á Â Ã Ä Å Æ B C Ç 2	D E È É Ê Ë Ē F 3	G Ğ H I Ì Í Î Ï Ī İ Ĭ 4	J K L 5	M N Ñ O Ò Ó Ô Õ Ö ø 6	P Q R S Ş ß 7	T U Ù Ú Û Ü Ũ V 8	W Ŵ X Y ŷ Z 9	#
		a à á â ã ä å æ b c ç 2	d e è é ê ë ē f 3	g ğ h i ì í î ï ī ı ĭ 4	j k l 5	m n ñ o ò ó ô õ ö ø 6	p q r s ş ß 7	t u ù ú û ü ũ v 8	w Ŵ x y ŷ z 9	

- The following are used for both uppercase and lowercase: ø Ŵ ŷ

Extended 2 character table (SŚŠ)

0	1	2	3	4	5	6	7	8	9	#
␣ 0	& ' ( ) * , - . / 1	A Á Ä Ą B C Ć Č 2	D Ď E É Ę Ě F 3	G H I Í 4	J K L Ł Ĺ Ľ 5	M N Ń Ň O Ó Ö Ő 6	P Q R Ŕ Ř S Ś Š 7	T Ť U Ú Ü Ű ů V 8	W X Y ỳ Ý Z Ź Ż Ž 9	#
		a á ä ą b c ć č 2	d ď e é ę ě f 3	g h i í 4	j k l Ł ĺ ľ 5	m n Ń ň o ó ö ő 6	p q r ŕ ř s ś š 7	t ť u ú ü ű ů v 8	w x y ỳ ý z ź ż ž 9	

- The following are used for both uppercase and lowercase:

  Ą Ć Č Ę Ł Ĺ Ľ Ń Ŕ Ś Š ů ỳ Ź Ż Ž

Cyrillic character table (АБВ)

0	1	2	3	4	5	6	7	8	9	#
␣ 0 Ґ Є І Ї ў	& ' ( ) * , - . / 1	А Б В Г 2	Д Е Ж З 3	И Й К Л 4	М Н О П 5	Р С Т У 6	Ф Х Ц Ч 7	Ш Щ Ъ Ы 8	Ь Э Ю Я 9	#

TG68xxSA(en)_0619_ver011.pdf 42 2013/06/19 17:43:18

Error messages

Display message	Cause/solution
Base no power or **No link. Reconnect AC adaptor.** or **No link.**	● The handset has lost communication with the base unit. Move closer to the base unit and try again. ● Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again. ● The handset's registration may have been cancelled. Re-register the handset (page 47). ● When "**No link.**" is displayed during a power failure, place a handset on the base unit to supply power to the base unit.
Check Phone Line	● The supplied telephone line cord has not been connected yet or not connected properly. Check the connections (page 8).
Error	● Recording was too short. Try again.
Memory Full	● The phonebook memory is full. Erase unwanted entries (page 19). ● Message memory is full. Erase unwanted messages (page 33, 34). ● The call barred list memory is full. Erase unwanted entries (page 28).
Use rechargeable battery.	● A wrong type of battery such as Alkaline or Manganese was inserted. Use only the rechargeable Ni-MH batteries noted on page 4, 6.
You must first subscribe to Caller ID.	● You must subscribe to a Caller ID service. Once you receive caller information after subscribing to a Caller ID service, this message will not be displayed.

TG68xxSA(en)_0619_ver011.pdf 43 2013/06/19 17:43:18

Troubleshooting

If you still have difficulties after following the instructions in this section, disconnect the base unit's AC adaptor and turn off the handset, then reconnect the base unit's AC adaptor and turn on the handset.

General use

Problem	Cause/solution
The handset does not turn on even after installing charged batteries.	● Place the handset on the base unit or charger to turn on the handset.
The unit does not work.	● Make sure the batteries are installed correctly (page 8). ● Fully charge the batteries (page 9). ● Check the connections (page 8). ● Unplug the base unit's AC adaptor to reset the unit and turn off the handset. Reconnect the adaptor, turn on the handset and try again. ● The handset has not been registered to the base unit. Register the handset (page 47).
The handset display is blank.	● The handset is not turned on. Turn the power on (page 12).
I cannot hear a dial tone.	● Make sure that you are using the supplied telephone line cord. Your old telephone line cord may have a different wiring configuration. ● The base unit's AC adaptor or telephone line cord is not connected. Check the connections. ● Disconnect the base unit from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your service provider/telephone company.
I cannot use the Smart Function Key even if the NR indicator is flashing slowly.	● Another unit is in use. Wait and try again later. ● The key lock feature is turned on. Turn it off (page 17).
I cannot use the intercom feature.	● This feature is available between the handsets. Although the handset displays "**Intercom**", this feature is not available for single handset models.
The base unit beeps.	● New messages have been recorded. Listen to the new messages (page 33).

TG68xxSA(en)_0619_ver011.pdf 44 2013/06/19 17:43:18

Programmable settings

Problem	Cause/solution
The display is in a language I cannot read.	● Change the display language (page 12).
I cannot activate the eco mode.	● You cannot set eco mode when you set the repeater mode **"On"**. If required, set the repeater mode to **"Off"** (page 29).
I cannot register a handset to a base unit.	● You entered the wrong PIN. If you forget your PIN, contact an authorised service centre.

Battery recharge

Problem	Cause/solution
The handset beeps and/or flashes.	● Battery charge is low. Fully charge the batteries (page 9).
I fully charged the batteries, but – still flashes or – the operating time seems to be shorter.	● Clean the battery ends (⊕, ⊖) and the charge contacts with a dry cloth and charge again. ● It is time to replace the batteries (page 8).

Making/answering calls, intercom

Problem	Cause/solution
is displayed.	● The handset is too far from the base unit. Move closer. ● The base unit's AC adaptor is not properly connected. Reconnect AC adaptor to the base unit. ● The handset is not registered to the base unit. Register it (page 47). ● Activating one touch eco mode reduces the range of the base unit in standby mode. If required, turn eco mode off (page 14).
Noise is heard, sound cuts in and out.	● You are using the handset or base unit in an area with high electrical interference. Re-position the base unit and use the handset away from sources of interference. ● Move closer to the base unit. ● If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL provider for details.
The handset does not ring.	● The ringer volume is turned off. Adjust ringer volume (page 16, 24). ● Night mode is turned on. Turn it off (page 27).
The base unit does not ring.	● The ringer volume is turned off. Adjust ringer volume (page 24).

TG68xxSA(en)_0619_ver011.pdf 45 2013/06/19 17:43:18

Problem	Cause/solution
I cannot make a call.	● The dialling mode may be set incorrectly. Change the setting (page 13). ● You dialled a call restricted number (page 28). ● The key lock feature is turned on. Turn it off (page 17).

Caller ID

Problem	Cause/solution
Caller information is not displayed.	● You must subscribe to a Caller ID service. Contact your service provider/telephone company for details. ● If your unit is connected to any additional telephone equipment, remove and plug the unit directly into the wall jack. ● If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL provider for details. ● Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.
Caller information is slow to display.	● Depending on your service provider/telephone company, the unit may display the caller's information at the 2nd ring or later. Set the first ring to **"Off"** (page 24). ● Move closer to the base unit.
Time on the unit has shifted.	● Incorrect time information from incoming Caller ID changes the time. Set the time adjustment to **"Manual"** (off) (page 24).
The name stored in the phonebook is not fully displayed while an outside call is being received.	● Edit the phonebook entry name to fit in 1 line of text (page 19).

Answering system

Problem	Cause/solution
The unit does not record new messages.	● The answering system is turned off. Turn it on (page 32). ● The message memory is full. Erase unwanted messages (page 33). ● The recording time is set to **"Greeting Only"**. Change the setting (page 38). ● If you subscribe to a voice mail service, messages are recorded by your service provider/telephone company, not your telephone. Change the unit's number of rings setting or contact your service provider/telephone company (page 37).
I cannot operate the answering system remotely.	● The remote access code is not set. Set the remote access code (page 36). ● You are entering the wrong remote access code. If you have forgotten your remote access code, enter the remote access code setting to check your current code (page 36). ● The answering system is turned off. Turn it on (page 37).

TG68xxSA(en)_0619_ver011.pdf 46 2013/06/19 17:43:18

Problem	Cause/solution
The unit does not emit the specified number of rings.	● If the first ring is turned off, the number of rings decreases by 1 from the specified number of rings.

Liquid damage

Problem	Cause/solution
Liquid or other form of moisture has entered the handset/base unit.	● Disconnect the AC adaptor and telephone line cord from the base unit. Remove the batteries from the handset and leave to dry for at least 3 days. After the handset/base unit are completely dry, reconnect the AC adaptor and telephone line cord. Insert the batteries and charge fully before use. If the unit does not work properly, contact an authorised service centre.

Caution:

- To avoid permanent damage, do not use a microwave oven to speed up the drying process.

Registering a handset to the base unit

1 **Handset:**
[MENU]#130

2 **Base unit:**
Proceed with the operation for your model.

- **KX-TG6811 series: page 3**
  Press and hold **[•))]** for about 5 seconds. (No registration tone)
- **KX-TG6821 series: page 3**
  Press and hold **[•))]** for about 5 seconds, until the registration tone sounds.
  - If all registered handsets start ringing, press **[•))]** again to stop, then repeat this step. (KX-TG6812)
  - The next step must be completed within 90 seconds.

3 **Handset:**
[OK] → Wait until **"Base PIN"** is displayed. → Enter the base unit PIN (default: **"0000"**). → **[OK]**
- If you forget your PIN, contact an authorised service centre.
- When the handset has been registered successfully, Y is displayed.

Note:

- While registering, **"Base in registering"** is displayed on all registered handsets. (KX-TG6812)

TG68xxSA(en)_0619_ver011.pdf 47 2013/06/19 17:43:18

Deregistering a handset

1 **【▦】#131**
- All handsets registered to the base unit are displayed.

2 **【▲▼】**: Select the handset you want to cancel. → **【OK】**

3 **【▲▼】**: **"Yes"** → **【OK】**
- A confirmation tone sounds.
- The handset does not beep when cancelling its own registration.

4 **【✂⏻】**

TG68xxSA(en)_0619_ver011.pdf 48 2013/06/19 17:43:18

Index

A Alarm: *26*
Answering calls: *15*
Answering system: *32*
Call screening: *32*
Erasing messages: *33*, *34*, *37*
Greeting message: *32*
Greeting only: *38*
Listening to messages: *33*, *34*, *36*
New message alerting: *35*
Number of rings: *37*
Recording time: *38*
Remote access code: *36*
Remote operation: *36*
Turning on/off: *32*
Auto talk: *16*, *24*

B Battery: *8*, *9*

C Call restriction: *28*
Call share: *17*
Call waiting: *16*
Call Waiting Caller ID: *16*
Caller ID service: *30*
Caller list: *30*
Caller list edit: *31*
Chain dial: *19*
Character entry: *41*
Conference calls: *40*
Control type: *10*

D Date and time: *13*
Dialling mode: *13*
Direct command code: *22*
Display
Contrast: *24*
Language: *12*

E Eco mode: *14*
Equalizer: *17*
Error messages: *43*

F First ring: *24*

H Handset
Deregistration: *48*
Locator: *40*
Name: *28*
Registration: *47*
Hold: *16*

I Incoming call barring: *28*
Intercom: *40*

K Key lock: *17*
Keytones: *24*

M Making calls: *15*
Missed calls: *30*
Mute: *16*

N Night mode: *27*
Noise reduction: *17*

P Pause: *15*
Phonebook: *19*
PIN: *29*
Power failure (power back-up operation): *17*
Power on/off: *12*
Privacy mode: *25*

R Recall/flash: *16*
Redialling: *15*
Repeater: *29*
Ringer tone: *24*

S Smart Function Key (NR key): *13*
Speakerphone: *15*
Speed dial: *21*

T Temporary tone dialling: *16*
Time adjustment: *24*
Transferring calls: *40*
Troubleshooting: *44*

V Voice mail: *39*
Volume
Receiver: *15*
Ringer (Base unit): *24*
Ringer (Handset): *16*, *24*
Speaker: *15*

TG68xxSA(en)_0619_ver011.pdf 49 2013/06/19 17:43:18

Notes

TG68xxSA(en)_0619_ver011.pdf 50 2013/06/19 17:43:18

TG68xxSA(en)_0619_ver011.pdf 51 2013/06/19 17:43:18

For your future reference
We recommend keeping a record of the following information to assist with any repair under warranty.

Serial No.	Date of purchase
(found on the bottom of the base unit)	
Name and address of dealer	

Attach your purchase receipt here.

Helpdesk contact telephone number.: 086 15 11 047

Sales Department:
Nashua Communications (Pty) Ltd.
Private Bag X223, Halfway House, 1685, SOUTH AFRICA
Customer Support: 086 15 11 047
Homepage: www.nashuacommunications.co.za
E-mail: info@nashua-communications.co.za

Panasonic System Networks Co., Ltd.
1-62, 4-chome, Minoshima, Hakata-ku, Fukuoka 812-8531, Japan

© Panasonic System Networks Co., Ltd. 2013

PNQX5812ZA

PNQX5812ZA TT0713YK0 (E)